

#### STATE OF CONNECTICUT

#### Department of Mental Health and Addiction Services

#### SUPPORTED RECOVERY HOUSING SERVICES

### SUPPORTED RECOVERY HOUSING (SRH) DOCUMENTATION INSTRUCTIONS

To complete the case management requirement of SRH services, providers must maintain hard-copy service documentation files for each client whom you serve. DMHAS and ABH® will review these completed forms to verify the provision of case management services.

The goals of case management services are to: utilize a person-centered, strength-based approach and promote the active participation of the client in stating preferences and making decisions that support recovery skills, foster independent living, promote community integration and increase the

length of overall health and recovery while decreasing the risk of relapse.

Case management assistance should support the client in securing basic needs, housing, employment, entitlements, transportation and treatment services. On-site services should include referrals to DSS entitlements, the GA Recovery Supports Program or Access to Recovery II program, vocational/educational opportunities, housing subsidies, medical or other treatment appointments, energy assistance, food stamps and other potential sources of income and community recovery supports.

Case Management supports are not meant to be provided in a group setting.

#### LIST OF SAMPLE FORMS

- Client Service Agreement
- Consent to Disclosure and Re-disclosure of Confidential Information and Records (ROI)
- Grievance Procedure
- Program Rules
- Intake Assessment Form
- Recovery Plan
- Job Readiness Form
- Progress Notes
- Discharge
- Sign In/Out Sheet
- Landlord Verification Form

#### CLIENT SERVICE AGREEMENT

PURPOSE OF FORM: Helps set very clear expectations for the client of what s/he will get from the program.

WHAT IS ON THE FORM: In clear and simple terms, the provider should describe services offered at the supported recovery house.

WHEN THE FORM SHOULD BE COMPLETED: At intake - before the individual moves into the house. The client should sign indicating s/he has read and understands the rules of the house and program.

#### • RELEASE OF INFORMATION (ROI)

PURPOSE OF FORM: Protects the client's personal health information (PHI) and allows the client to specify under which circumstances and which parties have temporary permission to discuss his/her health information. Please note that it is illegal to discuss a client's services without an ROI - even with the best intentions.

WHAT IS ON THE FORM: The form explains a client's rights where his/her health information is concerned and explains that by completing the form s/he is giving the parties indicated permission to discuss PHI for the purposes of providing quality services. Please put the name of your house in line #2 and the name of any clinical/treatment provider in line #3.

WHEN THE FORM SHOULD BE COMPLETED: At intake. Additionally, if the form expires before services are complete, it should be completed again to extend through the end of services. Providers should recommend that clients make the form valid for 12 months.

#### PROGRAM RULES

PURPOSE OF FORM: Outlines clearly the rules associated with SRH services.

WHAT IS ON THE FORM: A comprehensive list of house and program rules, including clearly defined consequences explaining what may happen should the client violate these rules.

WHEN THE FORM SHOULD BE COMPLETED: The form should be reviewed item by item at intake. The client should sign indicating s/he has read and understands the rules of the house and program.

#### GRIEVANCE PROCEDURE AND GRIEVANCE LOG

PURPOSE OF FORM: Explains to a client that s/he has the right to complain without the risk of losing services solely for filing the complaint.

WHAT IS ON THE FORM: Explanation of how to file a grievance.

WHEN THE FORM SHOULD BE COMPLETED: At intake.



#### INTAKE ASSESSMENT FORM

PURPOSE OF FORM: Obtains information about the client that helps better provide and coordinate services. This can include the client's history of use, needs, and strengths as well as basic demographic and contact information.

WHAT IS ON THE FORM: Sections for Demographic, SAGA status, Legal status, Entitlement and benefits, Family and other Supports.

WHEN THE FORM SHOULD BE COMPLETED: At intake or at the first case management meeting.

#### RECOVERY PLAN

PURPOSE OF FORM: Documents the short-term goals the client will work toward while in the house/program.

WHAT IS ON THE FORM: Goals agreed upon by client and case manager, the expected date or timeframe over which both parties expect the goals to be met, and specific measurable action steps necessary to reach goals. This form is based on issues identified in the intake assessment.

WHEN THE FORM SHOULD BE COMPLETED: At the first case management meeting with client and reviewed at each subsequent meeting.

#### JOB READINESS

PURPOSE OF FORM: Tracks employment searches and other work readiness steps taken by the client. This form is required of all clients when applying for their second month of SRH services. Case managers may find this form useful for tracking employment searches or other employment readiness activities for those clients who have a goal of finding employment.

WHAT IS ON THE FORM: Space for the client to indicate places s/he has gone seeking employment, dates of interviews, contact people at agencies, etc.

WHEN THE FORM SHOULD BE COMPLETED: Ongoing. The form will need to be submitted in order to receive the second 30 days of SRH services. The form should also be reviewed at case management meetings.

#### PROGRESS NOTES

PURPOSE OF FORM: Records case management services. Notes should track the client's progress toward achieving goals, document the case manager's work on behalf of the client, and summarize the client's recovery status.

WHAT IS ON THE FORM: The client's name (and optionally, the client ID), the date of the session, a brief summary of the client's status and steps taken towards his or her recovery goals, and the case manager's signature.

WHEN THE FORM SHOULD BE COMPLETED: At least weekly, and after every meeting with the client.

#### DISCHARGE SUMMARY

PURPOSE OF FORM: A brief Discharge Summary should be completed when each client completes services successfully or leaves services prematurely. This form summarizes the client's progress on goals, next steps (including any referrals), and recovery status at the time of discharge.

WHAT IS ON THE FORM: Reason for discharge, employment status and living situation at the time of discharge, any service referrals.

WHEN THE FORM SHOULD BE COMPLETED: Directly before or directly after discharge, depending upon the circumstances.

#### SIGN IN/OUT

PURPOSE OF FORM: Record when a client leaves and returns to the house.

WHAT IS ON THE FORM: Space for a client to sign in and out of the house.

WHEN THE FORM SHOULD BE COMPLETED: Each time a client leaves and returns to the house.



#### PROVIDER VERIFICATION FORM

PURPOSE OF FORM: Required part of the request for housing under GA RSP.

WHAT IS ON THE FORM: Client information related to the housing request.

WHEN THE FORM SHOULD BE COMPLETED: Initial GA RSP application.



#### CLIENT SERVICE AGREEMENT

I understand that an approval for Supported Recovery Housing (SRH) services will mean:

- I will have a clean, safe, drug and alcohol-free living environment.
- There will be staff/workers who:
  - are available 8 hours a day to assist with recovery planning and available on call 24 hours a day for urgent situations;
  - o understand the principles of recovery and are respectful of my recovery;
  - o are competent and are able to address or help me address my unique needs;
  - o will be positive role models; and
  - will not discriminate against me based on my age, race, color, ethnicity, gender, national origin, sexual orientation, religion, mental/physical disability or political affiliation.
- My case manager will help me accomplish the following, based on my needs:
  - obtain basic needs such as food, personal care, clothing and transportation;
  - o connect me to treatment:
  - o connect me to local self-help and support groups like NA/AA or church meetings;
  - o obtain employment;
  - o complete benefit or entitlement applications; and
  - o talk about relapse prevention and stressful situations.
- I understand I will need to:
  - o work with the case manager to make a short-term recovery plan and do my best to meet the goals I set for myself;
  - o not break the rules and regulations of the house;
  - o not endanger the recovery of the people who share the house with me;
  - o try to resolve any issues I have through my case manager; and
  - o submit to alcohol or drug screenings as requested.
- With an approval through the General Assistance Recovery Support Services (GA RSP) or Access to Recovery (ATR) II program, \$500 per month will be paid on my behalf to the housing provider, and I will not be charged any additional fees for housing or case management services.
- The maximum time period I may receive GA RSP or ATR II payment for SRH services is 60 days. The time period may be reduced based on my previous use of the GA RSP or ATR II programs.

I,	(Your Name), have read and understand everything written above and agree	ee to
fully participate in supported	covery housing services.	
Client Signature	Date	



### CONSENT TO DISCLOSURE AND RE-DISCLOSURE OF CONFIDENTIAL INFORMATION AND RECORDS Release of Information

EMS#: \_\_\_\_\_\_\_, SS#: \_\_\_\_\_\_\_ as a (EMS Number) participant in the DMHAS General Assistance Recovery Support Services (GA RSP) or the Access To Recovery (ATR) II Program, understand my support services will be coordinated through DMHAS and the DMHAS designated Administrative Service Organization (ASO). I authorize the following individuals and organizations to release and exchange information to each other for the purpose of processing GA RSP and ATR II requests: 1. The DMHAS Administrative Service Organization; and This information may include: my name, address, age, gender, Social Security Number, clinical assessment, progress in care, the type and outcome of mental health and addiction services I have received/am currently receiving, GA RSP or ATR II support history and such other information as is necessary to provide effective coordination of the treatment and services I receive. The purpose of the disclosure authorized herein is to facilitate the provision of GA RSP or ATR II recovery supports. I understand that my records are protected under the federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2 and Chapter 899 of the Connecticut General Statues, and cannot be disclosed without my written consent unless otherwise provided for in the regulations or statutes. I have received a summary of the federal law protecting this information and a statement of the intended use of this information. I understand that the federal regulations restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient, and I understand that the rules prohibiting redisclosure to third parties without my written consent will be strictly adhered to. I also understand that I may revoke this at any time except to the extent that action has been taken in reliance on it. Unless revoked by me, this consent shall expire upon completion of this application, or: [Specific date, event or condition upon which this consent expires, only if different from above]

(Signature of Participant)



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#### **PROGRAM RULES**

Please sign the document to indicate your full understanding and agreement to follow these house rules. Please note that each housing provider may have additional rules that are required.

#### 1. Alcohol and Drugs

- a. Absolutely no alcohol or drug use by any client, staff or visitor of the house on or off the premises. Law enforcement officials will be notified if there is illegal drug use in the house by any client or visitor. Any client possessing or using alcohol or drugs will be immediately discharged.
- b. The program staff have the right to request clients to provide a urine sample or other drug test, including random testing. If a client fails to submit to any testing, the client will be immediately discharged.

#### 2. Guests and Visitors

a. There are no visitors allowed in the house without the consent of the program staff, and guests are only allowed in common areas. Guests are not permitted to stay overnight.

#### 3. Smoking

a. Smoking will only be allowed in designated areas.

#### 4. Health and Medications

- a. Please inform staff of any and all medical conditions.
- b. All clients are responsible for the safety and administration of any medications they may have. All medications must be documented with program staff at intake.
- 5. Clients should begin actively seeking a sponsor immediately, and should obtain one within 30 days of admittance.

#### 6. Complaints

a. All clients are encouraged to use the written grievance procedure should they have a disagreement. There is a grievance procedure posted at each program.

#### 7. Behavior and Personal Relationships

- a. Sexual relationships between any clients in the house (including the staff) are not acceptable.
- b. Clients are not allowed to borrow money from other clients or staff.
- c. Stealing of anything will result in immediate discharge.
- d. No threatening, violence, or acts of dishonesty.

#### 8. Curfew and Check-in

- a. Clients must sign out when leaving the premises and sign in upon return.
- b. Clients must adhere to the curfew set by the housing provider.
- 9. Limit the use of internet and phone services (if available) to 15-minutes.
- 10. Any outstanding warrants must be documented at intake, and addressed within 30 days of admittance.
- 11. In the case of an emergency, call 911 immediately and then notify staff.
- 12. Mandatory Meetings:
  - a. The minimum mandatory meetings will be.
    - i. 1 weekly housing meeting
    - ii. 5 self-help meetings per week during the first 30 days
    - iii. 3 self-help meetings per week during the second 30 days
    - iv. weekly meeting with the case manager
  - b. Other mandatory meetings may be set by the housing provider..

#### 13. Overnight Absences:

- a. Absences from the house without permission from staff is not allowed.
- b. Clients may obtain permission for overnight absences based on the individual program rules.

#### 14. House Chores

- a. Each client must complete chores as described by the housing provider and must keep his/her personal areas clean and orderly. This includes, but is not limited to, the kitchen, bathroom and bedroom.
- b. Clients must periodically help with major chores, such as spring and fall cleanup, major house cleaning, painting, moving furniture, etc.



c. Room checks may be done at any time by staff.

#### 15. Cars

- a. Any motor vehicle on the property must be registered and insured, and each program participant is limited to one motor vehicle.
- b. All drivers must have valid driver's licenses.
- c. Cars must be in working condition.

#### 16. Departure and Discharge

- a. All clients will be discharged from SRH services after 60 days.
- b. Staff will help clients to secure more permanent housing based upon their recovery plan.

#### 17. Personal belongings

- a. I agree to accept full responsibility for any personal property. I have been advised to not bring any item of sentimental or significant monetary value into the house because of risk of loss or theft.
- b. I agree to hold the program and staff harmless from any and all losses I may have, from theft or otherwise. I understand that my belongings are not insured unless I obtain my own insurance policy at my own cost.
- c. Upon leaving program for any reason whatsoever, I will immediately remove my personal belongings. All personal belongings will be donated after three (3) days, with no compensation.

I,	, agree to follow all rules.		
Client Signature	Date		
Staff Signature	Date		

VIOLATION OF ANY RULE MAY RESULT IN IMMEDIATE DISCHARGE FROM HOUSE.



#### **GRIEVANCE PROCEDURE**

### 

Client Signature:

Date: \_\_\_\_



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#### INTAKE SUMMARY

#### **Demographics**

Name:		Phone: (	)	<del>-</del>
Previous address:		City		Zip
Social Security #:		Date of bi	rth:/	
Relationship Status Civil Un Single	<b>├</b>	Partner Marri Marri ase specify):	ed Separated	Significant Other
Race American Indian/ Alaska Native White	Asian Black/Africa American Other (Please specify):	an Multi-	-racial Native	e Hawaiian/Pacific er
Ethnicity Hispanic – Cuban Non-Hispanic	Hispanic – Mexican Unspecified	Hispanic – Puerto	Rican Hispa	nic – Other
Primary Language:	Religi	ous/Spiritual Prac	tice:	
Emergency contact:	Phone: ( )		_ Relationship:	
Emergency contact address:				
	Legal Informa	tion/History		
Pending Case(s): Yes No [	Previous Involvem	ent with the Crimi	inal Justice System: Y	Yes No No
Currently on probation? Yes		Conserv	vator? Yes No No	
• •		<del>_</del>		
Criminal Justice Contact:		relepno	one:	
	Health S	Status		
	Currently Experiences or Uses	History Of	In Treatment For	Not Applicable
Psychiatric conditions				
Addiction disorders				
Medical Conditions				
Trauma/ Abuse				
Prescribed Medications				
Current problems:				
-				
Allergic reactions (Include Medi	cation):			
Current provider agency:		Admission	date:	
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Current Doctor/Clinician/Worker:	Phone #: ( )
Medications prescribed during current treatment:	
Do you attend AA/NA? YES NO When di	id you last use?
What is your longest period of sobriety or stability?	
Entitlement	ts and Benefits
SAGA Status: Active Not Active Pending Spend	d-down
SAGA Type: SAGA Cash SAGA Medical	
Benefit: Title 19  Medicaid  Social Security Disability Food Stamps  Other (Specify)	(SSD) Supplemental Security Income (SSI) TANF
Other State/Provide	er Agency Involvement
Have you ever been on active military duty? Yes	No
Are you currently working with another agency/case manager? (	(e.g. DCF, GAICM)? Yes No
If yes, what is the name of your worker:	Phone Number: ( )
Referra	al Source
Who referred you to this program?	
·	mily members?
Do any of your immediate family members have service needs?	? If yes, please explain
Do you currently have a sponsor? No \( \subseteq \text{ Yes } \subseteq \text{ Not sure } \subseteq \)	
Employn	
Employed FT	g for work) \[ \] Not in the Labor Force \[ \]
Housin	ng Status
Where have you slept for the last 30 days? Check all that apply:	
	Transitional Housing   Inpatient Facility   Hospital
Prison/Jail Family/Friends	Rental Housing   Owned housing   Motel/Hotel
Reason for leaving the last housing situation:	
Within the last 4 years, approximately how much time have you	u lived in a shelter?
Is client at risk of homelessness? No  Yes  Not sure	



In the Client's Own Words

I need help with the following:

Housing	Medical Care	Education	Hygiene	Cleaning
Paying	Shopping & Meal	Mental Health	Substance Abuse	Health and Wellness
Rent/Utilities	Preparations	Services	Services	Services
Securing	Money/Debt	Opening a Bank	Taking Medication	Legal Assistance
Benefits	Management	Account		
What do you think	is your biggest or most cha	llenging issue?		
Are you interested	in maintaining a sober lifes	tyle? No 🗌 Yes 🔲 N	Not sure	
What are the relaps	se triggers you can recogniz	e?		
What are your stre	ngths?			
What are your short	rt-term goals?			
W/h o4 one 4h o h omi	no 40 vinus poolo?			
what are the barrie	ers to your goals?			
What specific assis	stance or support would bes	t help you to reach these	goals?	
Is there anything e	lse you can tell us about you	urself that would assist us	in helping you meet your	goals?
			<u> </u>	
Program Staff Sig	nature		Date	9
Client Signature			——————————————————————————————————————	<del></del>



#### RECOVERY PLAN

CLIENT NAME:				_ DATE:		
Suggested Goals: Maintain recovor entitlements, (Re)establish cor						
GOAL						
STEPS CLIENT WILL TAKE						
TO REACH GOAL						
WHEN GOAL BE ACHIEVED (select one)	15 days	30 days	45 days	60 days	Ongoing	
PROGRESS AT DISCHARGE	Met Goal	Partially N	Aet Goal	Goal Revised	Goal Not Met	
(select one)	Wice Gotti	1 ditidity is	net Gour	Gour Revised	Godi i tot ivici	
(select one)						
GOAL						
STEPS CLIENT WILL TAKE TO REACH GOAL						
WHEN GOAL BE ACHIEVED (select one)	15 days	30 days	45 days	60 days	Ongoing	
PROGRESS AT DISCHARGE	Met Goal	Partially N	Net Gool	Goal Revised	Goal Not Met	
(select one)	Met Goal	Farually N	Het Goal	Goal Revised	Goal Not Met	
(SCICCE OHE)						
Client Signature Program Staff Signature						
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#### **JOB READINESS INFORMATION**

CLIENT NAME:

Pl		information explaining job rea esting resumes online, treatme		
				·
Lis	t all job sea	rch contacts:		
	Date	Company & Position	Contact Person & Phone #	Type of Contact i.e.: Sent resume or interviewed
1				
2				
3				
4				
5				
Lis	t all vocatio	nal training contacts:		
	Date	Type of Training	Contact Person & Phone #	Dates of Training
1				
2				
3				
4				
5				

DATE: \_\_\_\_\_



#### PROGRESS NOTE

Client Name	:		
At a minimum progress tow	m, answer each ards goals? Has	of the following questions in each no client expressed additional needs?	note: Is client maintaining recovery? Is client making How is the case manager helping client in these areas?
Direct		_ Provided Referral	Service Date:
Note:			
Case Manage	er Signature:		Time (in minutes):



#### DISCHARGE SUMMARY

Client Name:	
Date of Admission:	Date of Discharge:
Discharge Reason(check all that apply):	
	AWOL
Completed Program	AWOL
Inpatient Treatment Needed	Arrested/ Violated
Against Staff/Program Advice	Medical Treatment Needed
Moved out of area	Died
Non-compliance with rules	
Services continued elsewhere	
Employment Status (check one):	
Unknown	
Not in Labor Force	Unemployed, looking for work
Employ. FT	Volunteer & Unemployed
Employ. PT (less than 35 hrs./ wk)	Volunteer & Not in the Labor Force
•	<del></del>
Living Situation ( check one):	
Unknown	Private Res. w/o support
Institution	Homeless/shelter
Private Res. w support	24 hr. Res. Care
Correctional Facility/Jail	Other (Please specify)
Referrals Made (if any) and any additional comments:	
Signature of Program Staff	Date



#### **SIGN IN/OUT SHEET**

Provider	Date	Date		
Site Address		I		
CLIENT NAME (PRINT)	CLIENT SIGNATURE	DATE (mm/dd/yy)	TIME IN	TIME OUT
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
Date Reviewed by Program Staff_		<u> </u>	1	
Program Staff's Signature				



#### **Provider Verification Form**

To expedite processing of this request, please comp General Assistance Recovery Supports Program (C		
(Name of program participant/client)	has indicated that he/she will be residing at:	
(Program Name)		
(Address participant is/will be residing)		
Admission Date:		
Program Staff's Signature:	Date:	

By signing this form, I understand that I am attesting to the truth of the information above, including compliance with local zoning regulations. I further understand that this information is subject to verification and audit, and that intentional misrepresentation may lead to criminal prosecution.